

System Interlibrary Reference Program Objectives
System Program Annual Report – FY 2001/02
(California Administrative Code Section 20157)

- A. Answers shall be provided for 90% of all questions referred from member libraries.
B. 70% of answers shall be returned to the originating member library within 10 working days of the question having been transmitted by that library into the system's reference referral structure.

System	# of Reference Questions	A - % Answered	B - % Answered Within 10 days	A - # of Questions Answered	B - # of Answers Returned Within 10 Working Days
BALIS	450	98%	75%	441	331
BLACK GOLD	269	100%	75%	269	202
49-99	410	100%	70%	410	287
INLAND	2,354	99%	92.4%	2,330	2,153
MCLS	3,169	98%	99.8%	3,106	3,100
MOBAC	97	99%	82%	96	79
MVLS	440	91%	80%	400	320
NORTH BAY	931	100%	94.2%	931	877
NORTH STATE	372	99%	94%	368	346
PENINSULA	326	98%	82%	319	262
SJVLS	603	96%	72%	579	417
SANTIAGO	295	97%	99.9%	286	286
SERRA	908	99%	94%	899	845
SILICON VALLEY	295	98%	84%	289	243
SOUTH STATE	157	90%	70%	141	99
TOTALS	11,076	97% average (a)	84% average (b)	10,864	9,847

- (a) All systems were able to provide answers for 90% or more of all questions referred from member libraries. The average percentage of answers provided 97% or 10,864 questions answered in total.
(b) All systems were able to achieve 70% of the answers returned to the originating member library within 10 working days. The average percentage was 84% or 9,847 questions returned to the originating member library within 10 working days.